

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

January 25, 2001
Department of Public Safety
Phoenix, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson
*Dan Scott, Apache Junction
*Naoma Sloan, Avondale
Velma Washington, Buckeye
Patti Walton for Jim Malinski, Chandler
*Gloria Jones, El Mirage
Janet Laird, Gilbert
Sheila Pattee, Glendale
Chris Nadeau, Goodyear
Joe Noce, Mesa
*Tom Melton, Maricopa County
Bruce Barrows, Paradise Valley
Viola Bent, Peoria
Jean Maiocco for Jim Wortham, Phoenix

*Curtis Thomas, Salt River Pima-Maricopa
Indian Community
Ramsey Beckstead, Scottsdale
Ken Blume, Surprise
*Jeff Walter, Tolleson
Ronnie Miller for Ruben Madrid, Wickenburg
*+Carol McLeod, ASU
+Barbara Jaeger, ADOA
*+Fred Christley, Capitol Police
+Debbie Henry, DPS
*+Mark Bach, Ft. McDowell Indian Community
*+Nicholas Dmytrus, Luke AFB
*+Louise Smith, Phoenix
+Joe Gibson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Larry Beauchat, ADOA
Mary Dysinger-Franklin, Phoenix
Lisa Sheridan, Qwest
Bob Bobbett, Qwest

Sandra Wagner, Motorola
Sherrie Clark, Glendale
Tom Klein, Qwest
Cathie Watson, Chandler

1. Call to Order

The meeting was called to order by Susan MacFarlane, chairperson, at 9:06 a.m.

2. Approval of the September 21, 2000 PSAP Managers Meeting Minutes

Joe Noce moved, Chris Nadeau seconded, and it was unanimously carried to approve the September 21, 2000 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco reported that at the last PSAP managers meeting one of the agencies was having problems getting their administration to get them access to 911 Net. She talked to Penelope Meyers about writing a letter that would support their position. Penelope wrote a letter for Jean to help our cause. Anyone wanting a copy of this letter with a cover letter from Jean should give her a call at 602-534-9971. This is Jean's permanent number with voice mail.

Joe Noce, Mesa, stated that if anyone has problems with the security issue they can call him and he can get them in touch with his Information Services Department. They had struggled with that but it has been taken care of and they are up and running. Any technical issues should be directed to Cynthia Villarreal at SCC. Her number is 800-347-5862 ext. 6088. Her direct number is 303-581-6088. Jean says that SCC now has a 24-hour technical support hotline. Issues with the 911 Net system itself; connectivity, user account setup, defect reporting and the like should go through the technical support hotline. When you call the 24-hour hotline you should have the following pieces of information at hand for the operator. The number is 800-635-2991

- * Identify the product you are using – 911 Net (Internet or dial-up)
- * Be able to describe any problems you are experiencing
- * If you received an error message, have that error message written down
- * What version of Windows are you using? (95/98/NT)
- * What are you using as your browser? What version? (ex. Internet Explorer 5.1)
- * Any additional pieces of information? (ex. freq. of the problem, circumstances that cause it)

Susan MacFarlane, Tempe, asked Jean about the Gold Version of 911 Net that is being offered for a free trial. Jean stated that the Gold version just offers more enhanced reports but the reports she gets now are not accurate unless all the PSAPs are on 911 Net. Barbara Jaeger mentioned that after the free trial period there would be a charge and that the state would pay for this for our MSAG person only.

Jean reminded everyone that when you enter an ALI correction into 911 Net to make sure you check that the street and range are in the MSAG. If it is not in the MSAG you can email her through 911 Net to ask her to correct the MSAG. Jean doesn't see the entries you make so you need to explain what needs to be done; such as extending a street range, adding a street, etc.

Chris Nadeau, Goodyear, mentioned that if you have any trouble logging in he has found out that if you have any type of error while logging in you will not be able to log on even if it lets you try again. You have to close it and come back in.

Sheila Pattee, Glendale, mentioned to Jean that she will need her help. There are two intersections in the city that are the same. They will have to rename two streets that will affect about 25-50 residents. They are setting up a public meeting with the residents to let them know about it.

4. Qwest Customer Service Report

Bob Bobbett, Qwest, reported that they are reorganizing the 911 team that will handle the entire state as Mike Jones has moved on to another position. This should happen in the next few weeks so he will have an organizational chart for the next meeting. He felt it would not have much impact on this part of the state.

Mary Dysinger-Franklin reported that Lisa Sheridan, Qwest, has provided pricing for reports from SCC on the Manual ALI look-ups. Several agencies had asked about a report as their MIS package only captures incoming call statistics and they only have their manual logs. The one time set up pricing would be \$6500.00 with a monthly fee for the first PSAP of \$357.50 and each additional PSAP at \$65.00 monthly. The report is basically how many ALI dips were performed. Barbara Jaeger suggested we talk with Penelope about getting this because she gets these numbers every month. Lisa advised that Penelope was involved in this pricing.

Susan stated that Tempe will be limiting this look up to the supervisor's console as well supervisor logon, which provides a double check. Joe confirmed that Mesa is doing that as well and has provided a copy of their procedure. Joe also mentioned that they have run into an issue with Cox on Trap and Trace procedures. He has been working with Danielle Mills who is contacting Atlanta about getting something in place to provide for addresses and traps and traces. He said that depending on who you get when you call depends whether you can get the information. Mary Dysinger-Franklin advised that she has just started working with MTI on this same subject. She is working on getting it set up so that each PSAP can use the same PIN number and same demand letter form as they do with Qwest. Once a procedure is in place with MTI for each of the PSAPs then we can move on to each of the CLECs as well as any new ones that come on line.

5. Qwest Maintenance Report

Tom Klein, 911/Tech Support Manager, says he has had the opportunity to meet most of the 911 managers. Since he has come on board he has taken pro-active steps towards 911 and the technicians. The lab here in Phoenix is booked into March with training sessions for the technicians throughout our state as well as other states. The lab is also being updated continually. He has also escalated the repair tickets process. He is now on two new pagers - If cables are cut anywhere near our PSAPs that could affect our service he will be notified as well as his area manager and he will address it immediately 24X7. Tom also said that as soon as an MC ticket has been issued in Maricopa County he is paged and notified. He will then make sure that ticket is taken care of properly. He stated that when you call in for a repair you are issued an MC ticket. That is a repair ticket for your site. 911 repairs are a little different as it has two sides – your CPE and the 911 network. By regulation these have to be kept separate and they have to account for their time separately. So when you call in a repair the technician is sent out and Tom is notified. If they find that it is not the network and is on the CPE side they take the MC ticket and close it out on the network side and it is reopened on the equipment side and is what they call a SOFI ticket. That ticket number is to be put on our MC ticket. It is not erased it is just issued on the SOFI side. If you feel you are not being taken care of properly or have questions give him a call. Mary mentioned

that it has been her experience that when you call Minn. requesting status on an MC ticket they tell us it has been closed when in fact it probably has been moved to the SOFI side. Tom said that he has addressed this with Minn. and they are to document on the MC ticket that a SOFI has been issued. He mentioned he will be going to Minn. soon and will make sure that is what they are doing. Tom also mentioned that the repair tickets have been changed and is being made uniform throughout their region is why they look different to us. He is receiving a copy of each one and setting up a file for each PSAP.

Susan asked if everyone was still sending in the repair logs to Mary. Mary stated that this process has not worked out very well. Not all agencies are sending them in and they are not all complete. She suggested we scrap this and try a different approach. Maybe ask Tom if we can get a copy of what he is getting. Tom suggested he composite these on a spreadsheet and send a report. He is setting this up to send his director a report so he can just send Mary one also. He is getting daily reports and could send it to us however we want it. We agreed that monthly would work for us. Mary said that everyone can stop sending the repair logs.

Susan asked Bob about having those that work in the repair reporting center in Minn. to come here. It would give both sides a better understanding of each other. Bob said that he might be able to do that.

6. ADOA Report

Barbara Jaeger, ADOA, stated that Qwest has received approval to move ahead with the SS7 project. They are in the process of finalizing the contracts now. They should easily be approved because they will be an addendum to the existing contracts we have for the network. This SS7 network should provide faster setup times, inter-tandem transfers, and can deliver 10 digit ANI . She would like this as soon as possible and Jim Carroll, Qwest, advised that once the contracts are signed it would not take long to get it up and running. She would like to be up by June.

Pima County Phase I project has expanded from 7 to 8 carriers. Three are up and running. Verizon has been up for almost a year now. Sprint should be up in February and three more have contracts in place. The new carrier is Cricket.

Barbara mentioned that they have a proposal from Qwest for Phase I statewide that they are evaluating. Iowa is doing this with 99 counties and quite a few carriers and in the out state areas they had to drop new network. Out county shouldn't be as complex since we only have 15 counties and not as many carriers. She would like to see how Iowa does once they are up and running before we proceed. They expect to be complete by the end of the year.

Susan asked Barbara what kind of bills we are getting down in Pima County. Barbara stated that she has only been getting Verizon's bill and did not know the figure but she could get that for us. She mentioned that they are doing a quarterly true up. She thinks the cost is close to their (Pima

County) network costs. She advised that if you are interested in seeing what is coming in for these wireless calls to give Anita a call at 520-791-3111 the next time you're in the Tucson area.

Larry Beauchat, ADOA, advised that everyone should have the RCC consultant report. It has also been distributed to the AZ. League of Cities and Towns and the legislature. The report supports our need to raise the revenue tax. Those in the legislature who are supporting this are Rep. Carpenter, Senator Bundgaard and Rep. May. There are two bills – one with a graduated tax and one for 37.5 cents across the board.

7. Update on the Activities of the MAG 911 Technical Subcommittee

Susan asked Joe Noce to give an update on Senate Bill 1129. Joe Noce stated this bill introduced by Senator Bundgaard modifies the Correctional Officers Retirement Program (CORP) from 25 years to 20 and also modifies it to include full time dispatchers. Joe was concerned that it states dispatcher but does not clarify who that entails. He has talked with several people to get the classification changed to include supervisors and managers. Jack Cross from the public safety retirement program stated that each agency would set up a board that would determine who would be eligible. Joe said they will still add an amendment to change the verbiage on this. Joe's only concern with this is the financial impact. After the senate it will go to the house. Even if this passes the legislature it still will be up to the individual agencies whether they go with it or not. He feels the biggest impact will be on the employee. Currently they are paying less than 2 percent. This would go up as currently the correction officers are paying 8.5 percent, which is adjusted over the years. This provides for the early retirement. The other big question is how our years and money will be converted. That is not known at this time. It will depend on the study. There was also a concern about how many would be ready to retire which could impact the experience levels at the PSAPs. Joe would like an idea of the number of employees that would be ready to retire. Please send him on email (joe_noce@ci.mesa.AZ.us) the number of employees you have that are in the 0-5 year range, 6-10, 11-15, 16-20 along with the number of vacancies you have. Any updates to the bill are being posted on the APCO/NENA web site at www.AZ-apco-nena.org.

Susan mentioned that the working group is moving forward with the RFP for maintenance and it should be finalized by mid February.

Susan talked with Chief Mike Duran at Phoenix Fire about Jim Wortham's position. He stated they are working through the process of getting it opened. They have finalized the job description and skills but did not have an exact date of when it would be opened. He did feel it would be soon and that it would be opened nationwide.

Susan also stated that there were three responses to the RFP for the Maricopa County 911 system review. The group will meet next week to review those responses.

8. FY 2001 Budget Amendment

Mary Dysinger-Franklin stated that the Technical Subcommittee approved the request by Rural Metro to ask for a budget amendment to pay for their hardware and software maintenance. The cost for 12 months support is \$35,118.08. Their request had previously been denied because they had not gone out for bid. But they showed that they had sent a bid request to several vendors who might potentially provide service for a Baker Integrated Technologies telephony switch. They received only one verbal response from a vendor indicating that they were unable to provide service as requested.

Next meeting was scheduled for Thursday, March 15, 2001 at 9:00 a.m. The meeting will be held at:

**Rural Metro Fire Department
4141 N. Granite Reef
Scottsdale, AZ 85251**

The meeting was adjourned at 10:17 a.m.